

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Primary Care Support Services Call-Off Terms
Schedule 2.2
Service Levels

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Service Levels

1. Definitions

In this Schedule, the following definitions shall apply:

"At Risk Amount" and "Service Credit Cap"	both mean [REDACTED] [REDACTED] [REDACTED] paid and/or due to be paid to the Supplier under this Call-Off Agreement in respect of the Service Period in which Service Credits are accrued (subject to the principles applicable to the User Satisfaction Survey KPI set out in Paragraph 6.6 of Part A of Schedule 2.2 (Service Levels) of the Call-Off Terms);
"Balanced Scorecard Report"	has the meaning given in Paragraph 1.1.2 of Part B;
"Compensation for Unacceptable Performance Failure"	has the meaning given in Paragraph 2.6.1 of Part A;
"Critical Performance Failure"	[REDACTED]
"Interim Target Service Levels"	has the meaning given in Paragraph 4.8.1;
"Key Performance Indicator" or "KPI"	means the key performance indicators set out in table 1 of Annex I;
"KPI Failure"	means a failure to meet the Target Service Level (or, where agreed in accordance with Paragraph 4 of Schedule 2.2 (Service Levels), the Interim Target Service Levels) in respect of a Key Performance Indicator;
"Marginal KPI Failure"	means the applicable percentage band for a marginal failure to meet a Key Performance Indicator, as identified as a marginal KPI failure in the column headed "Failure Categorisation" in table 1 of Annex 1;
"Marginal SSL Failure"	means the applicable percentage band for a marginal failure to meet an SSL Performance Indicator, as identified as a marginal SSL failure in the column headed "Failure Categorisation" in table 2 of Annex 1;
"Material Performance Failure"	[REDACTED] [REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

"Moderate KPI Failure"	means the applicable percentage band for a moderate failure to meet a Key Performance Indicator, as identified as a moderate KPI failure in the column headed "Failure Categorisation" in table 1 of Annex 1;
"Moderate SSL Failure"	means the applicable percentage band for a moderate failure to meet an SSL Performance Indicator, as identified as a moderate KPI failure in the column headed "Failure Categorisation" in table 2 of Annex 1;
"Performance Failure"	means either a KPI Failure or an SSL Failure;
"Performance Indicator"	means the Key Performance Indicators and SSL Performance Indicators;
"Performance Monitoring Report"	has the meaning given in Paragraph 1.1.1 of Part B;
"Performance Review Meeting"	means the regular meetings between the Supplier and the Customer to manage and review the Supplier's performance under this Call-Off Agreement, as further described in Paragraph 1.5 of Part B;
"Repeat Failures"	means either a Repeat KPI Failure or a Repeat SSL Failure"
"Repeat KPI Failure"	has the meaning given in Paragraph 7.1 of Part A;
"Repeat SSL Failure"	has the meaning given to it in Paragraph 9.1 of Part A;
"Service Credits"	means credits that accrue due to the occurrence of 1 or more KPI Failures, calculated in accordance with Paragraph 6 of Part A;

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

"Service Points"	means the points that accumulate due to the occurrence of 1 or more SSL Failures calculated in accordance with Paragraph 8 of Part A;
"Service Threshold Failure"	means the percentage threshold identified as a service threshold failure in relation to certain Key Performance Indicators in the column headed "Failure Categorisation" in table 1 of Annex 1;
"Severe KPI Failure"	means the applicable percentage band for a severe failure to meet a Key Performance Indicator, as identified as a severe KPI failure in the column headed "Failure Categorisation" in table 1 of Annex 1;
"Severe SSL Failure"	means the applicable percentage band for a severe failure to meet an SSL Performance Indicator, as identified as a severe SSL failure in the column headed "Failure Categorisation" in table 2 of Annex 1;
"SSL Failure"	a failure to meet the Target Service Level in respect of an SSL Performance Indicator;
"SSL Performance Indicators"	means the standard service levels set out in table 2 of Annex I to Schedule 2.2 (Service Levels);
"Target Service Level"	means the expected level of performance in respect of a Performance Indicator as set out in the tables in Annex I to Schedule 2.2 (Service Levels);
"Transformation Completion Date"	means the date of Achievement of the Transformation Completion Milestone;
"Transformation Period"	means the period from the Service Commencement Date until the Transformation Completion Date;
"Transformation Period Service Level Report"	has the meaning given in Paragraph 4.1 below;
"Unacceptable Performance Failure"	  

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- "User Satisfaction Survey"** means the survey carried out by the Supplier in measuring the Key Performance Indicator with KPI Ref. Sat 1 as set out in table one of Annex 1 to Schedule 2.2 (Service Levels);
- "User Satisfaction Survey Document"** has the meaning given to it in Paragraph 12.1 of Schedule 2.2 (Service Levels);

Service Levels

PART A

Performance Indicators and Service Credits

1. Purpose of this Schedule

1.1 This Schedule sets out the Performance Indicators that the Supplier is required to meet or exceed in providing the Services, together with the remedies available to the Customer and the thresholds relevant to the application of those remedies. In particular, this Schedule sets out:

- 1.1.1 the Performance Indicators which the Supplier is required to meet or exceed in providing the Services;
- 1.1.2 a description of the separation of Performance Indicators between Key Performance Indicators and SSL Performance Indicators, as set out in Annex 1 of this Schedule;
- 1.1.3 a description of the application of Service Credits to KPI Failures (which shall be determined by reference to whether the failure is a Marginal KPI Failure, Moderate KPI Failure or Severe KPI Failure, and is calculated in accordance with Paragraph 6). Service Credits shall be applied as a deduction from the Charges in accordance with Schedule 4.1 (Charges and Invoicing);
- 1.1.4 a description of the application of Service Points to SSL Failures, and the methodology for the conversion of Service Points into Service Credits at the end of each Quarter, in accordance with Paragraph 8.6;
- 1.1.5 the repeat failure mechanism applicable to the calculation of Service Credits and Service Points, in accordance with Paragraphs 7 and 9 respectively;
- 1.1.6 the consequences of a Material Performance Failure as set out in Paragraph 2.2; and
- 1.1.7 the consequences of an Unacceptable Performance Failure as set out in Paragraph 2.6.

2. Performance Requirements

2.1 The Supplier shall:

- 2.1.1 provide the Services in such a manner so as to meet or exceed the applicable Target Service Level for each Performance Indicator from the Call-Off Effective Date; and
- 2.1.2 comply with the provisions of Part B of this Schedule in relation to monitoring its performance against each applicable Performance Indicator and shall send the Customer a report detailing the level of service actually achieved in accordance with Part B.

2.2 If in any Service Period:

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 2.2.1 a KPI Failure occurs, Service Credits shall be calculated in accordance with Paragraph 6 and then deducted from the Service Charges in accordance with Paragraph 11 of Schedule 4.1 (Charges and Invoicing);
- 2.2.2 a Material Performance Failure occurs, in addition and without prejudice to the accrual of any Service Credits and/or Service Points the Supplier shall comply with the Rectification Plan Process in respect of that Material Performance Failure; and/or
- 2.2.3 an SSL Failure occurs:
 - 2.2.3.1 Service Points shall be calculated in accordance with Paragraph 8 and converted into a Service Credit in accordance with Paragraph 8.6; and
 - 2.2.3.2 the Supplier shall notify the Customer of the action (if any) it will take to rectify the SSL Failure and/or to prevent the SSL Failure from recurring.
- 2.3 For the avoidance of doubt, notwithstanding the fact that the Service Credit Cap has been reached at any time, Service Credits and Service Points shall continue to be recorded and monitored for any Performance Failures, and shall be without prejudice to any other rights and remedies that the Customer may have in respect of such Performance Failures.
- 2.4 Service Credits shall be the Customer's exclusive financial remedy for a KPI Failure except where:
 - 2.4.1 the Supplier has over the previous Service Period accrued Service Credits in excess of the Service Credit Cap;
 - 2.4.2 the KPI Failure:
 - 2.4.2.1 is a Service Threshold Failure;
 - 2.4.2.2 has arisen due to the wilful default by the Supplier or any Supplier Personnel; and/or
 - 2.4.2.3 results in:
 - (a) the corruption or loss of any Customer Data (in which case the remedies under Clause 27.6 (Customer Data and Security Requirements) shall also be available); and/or
 - (b) the Customer being required to make a compensation payment to one or more third parties;
 - 2.4.3 the Supplier has fraudulently misreported its performance against any Performance Indicator; and/or
 - 2.4.4 the Customer is otherwise entitled to or does terminate the relevant Services or this Call-Off Agreement pursuant to Clause 47 (Termination by the Customer).
- 2.5 The Customer shall use the Performance Monitoring Reports provided pursuant to Part B, among other things, to verify the calculation and accuracy of the Service Credits (if any) applicable to each Service Period.

Unacceptable Performance Failure
- 2.6 If in any Service Period an Unacceptable Performance Failure occurs:

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 2.6.1 the Customer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation for the Unacceptable Performance Failure a sum equal to any Service Charges which would otherwise have been due to the Supplier in respect of that Service Period (such sum being "**Compensation for Unacceptable Performance Failure**"); and
- 2.6.2 if the Customer withholds and retains such Compensation for Unacceptable Performance Failure, any Service Points and Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue, provided that the operation of this Paragraph 2.6 shall be without prejudice to any right which the Customer may have to terminate this Call-Off Agreement and/or to claim damages from the Supplier as a result of such Unacceptable Performance Failure.
- 2.7 The Supplier:
- 2.7.1 agrees that the application of Paragraph 2.6 is commercially justifiable where an Unacceptable Performance Failure occurs; and
- 2.7.2 acknowledges that it has taken legal advice on the application of Paragraph 2.6 and has had the opportunity to price for that risk when calculating the Service Charges.

Remedying Performance Failures

- 2.8 In the event of a Performance Failure, and notwithstanding any resulting Service Credits or Service Points in respect of such Performance Failure, the Supplier shall remain obliged to render performance of the underlying Services (in respect of which there has been a Performance Failure) in accordance with the provisions of Schedule 2.1 (Call-Off Service Description) or Schedule 3.1 (Supplier Solution) (as the case may be in respect of the particular Service). *For example, in the event that the Supplier is late in sending a letter, the Supplier shall remain obliged to send the letter.*

3. Performance Indicators

- 3.1 Subject to Paragraph 4, Annex 1 sets out the Key Performance Indicators and SSL Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services by the Supplier from the Call-Off Effective Date, as may be amended in accordance with Paragraph 5.
- 3.2 In addition to the Supplier's obligations under Paragraph 3.1, but subject to Paragraph 4.8, the Supplier shall ensure that the Services are delivered without degradation to the performance levels achieved in respect of those Services prior to the Call-Off Effective Date.
- 3.3 The Supplier shall, from the date falling four (4) months after the Call-Off Effective Date, submit Performance Monitoring Reports in respect of the performance of the Services against all Target Service Levels across all Sites, subject to any exceptions agreed between the Parties in accordance with process set out in Paragraph 4.
- 3.4 Service Credits and Service Points (as the case may be) shall accrue for any Performance Failures and shall be calculated in accordance with Paragraphs 6 and 8 (as the case may be).
- 3.5 The measurement of the Performance Indicators shall comply with the following principles:
- 3.5.1 where a Performance Indicator is specified in the tables at Annex 1 to this Schedule to be subject to a period of time for completion, the time period shall be measured from the event specified in the "clock start" column until the occurrence of any event specified in the corresponding "clock stop" column;

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 3.5.2 to the extent that a Performance Indicator is subject to any "exclusions to measurement" then, for such period as that exclusion is applicable, the Supplier shall be entitled to exclude the relevant circumstances from its measurement of performance in respect of that Performance Indicator;
- 3.5.3 the Supplier shall not be deemed to have failed a Performance Indicator to the extent that (and only for such period as) a responsibility or dependency (in the column titled "Responsibilities/Dependencies") applicable to that Performance Indicator has not been fulfilled;
- 3.5.4 where a Performance Indicator is described as being subject to a timeframe in Working Days, the clock shall (unless stated otherwise in a Performance Indicator) start on the date of the relevant action, provided that such date is a Working Day and within Working Hours. If the relevant action occurs outside of Working Hours, the relevant action shall be deemed to occur at the commencement of Working Hours on the next Working Day. The applicable timeframe shall expire on the relevant number of Working Days after the start time:
- For example, where an action has a one Working Day timeframe and the relevant action triggering the timeframe is met at 10 am on a Working Day (e.g. a Monday), the relevant action shall be completed by the end of Working Hours on the next Working Day (i.e. Tuesday); and*
- 3.5.5 where a Performance Indicator is described as being subject to a timeframe in days or weeks, the clock shall (unless stated otherwise in a Performance Indicator) start on the date of the relevant action, provided that such date is a Working Day and within Working Hours. If the relevant action occurs outside of Working Hours, the relevant action shall be deemed to occur at the commencement of Working Hours on the next Working Day. The applicable timeframe shall expire on the relevant number of days or weeks after the start time, provided that such end date is a Working Day. If such day is not a Working Day, the applicable timeframe shall expire on the next Working Day.

4. Transformation Period Service Level Report

- 4.1 Within three (3) months of the Service Commencement Date, the Supplier shall submit a written report to the Customer, setting out details of:
- 4.1.1 how, in relation to each Site, the performance of the Services has been and is currently measured (including the performance indicators used and the performance data against those indicators) and/or performance reviewed;
- 4.1.2 where:
- 4.1.2.1 the current performance at certain Sites falls materially below particular Target Service Levels; and/or
- 4.1.2.2 there is insufficient data and/or reporting mechanisms regarding performance at certain Sites; and/or
- 4.1.2.3 Sites are to close within the Transformation Period (where the Supplier is able to demonstrate that such closure has a direct impact on the Target Service Levels); and
- 4.1.2.4 the Supplier would incur material additional cost in achieving particular Target Service Levels at such Sites prior to the end of the Transformation Period or closure of the Site(s),

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

a proposal covering the matters detailed in Paragraph 4.2 below; and

- 4.1.3 all data, supporting evidence or other information as is available to the Supplier or has been used by the Supplier in connection with the matters described in Paragraphs 4.1.1 and 4.1.2,

such report being the "**Transformation Period Service Level Report**".

4.2 Where Paragraph 4.1.2 applies, the Supplier's proposal shall include:

- 4.2.1 a detailed explanation and breakdown of how the Supplier would face material additional cost in achieving the particular Target Service Levels at such Sites prior to the end of the Transformation Period or closure of the Site(s);

4.2.2 a plan for how the Supplier proposes to:

4.2.2.1 adapt the particular Target Service Level(s) to the minimum extent necessary; or

4.2.2.2 where Paragraph 4.2.2.1 is not possible, how the Supplier proposes to alternatively measure performance of the Services covered by the relevant Target Service Level(s),

for the remainder of the Transformation Period, or until closure of the Site; and

4.2.3 except where Sites will close before the first anniversary of the Call-Off Effective Date, details of the Supplier's proposal to incrementally increase the revised Target Service Levels over the remainder of the Transformation Period; and

4.2.4 specifically in relation to the User Satisfaction Survey, any further information that either the Supplier or the Customer wishes each other to take into consideration, including for example:

4.2.4.1 the planned activities that will take place in accordance with the Transformation Plan during the period leading up to the next scheduled User Satisfaction Survey; and

4.2.4.2 any analysis of data captured as part of the first User Satisfaction Survey that could provide insight into the likely impact (upon any of the populations being surveyed) of agreed and necessary activities within the Transformation Plan.

4.3 The Supplier shall meet with the Customer at least at two-weekly intervals from (and including) the date falling one month after the Service Commencement Date (or as otherwise agreed between the parties) in order to:

4.3.1 provide the Customer with updates on its progress in producing the Transformation Period Service Level Report;

4.3.2 identify and discuss the issues and potential solutions that the Transformation Period Service Level Report are likely to identify; and

4.3.3 receive feedback from the Customer on the issues and potential solutions that the Transformation Period Service Level Report is likely to identify, which the Supplier shall be obliged to take reasonable account of:

4.3.3.1 for the next meeting in accordance with this Paragraph 4.3; and

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 4.3.3.2 in producing the Transformation Period Service Level Report to be submitted in accordance with Paragraph 4.1.
- 4.4 The Customer shall have the right to request copies of any documentation that the Supplier has obtained, produced or otherwise used in connection with producing the Transformation Period Service Level Report (including the materials identified by the Supplier in accordance with Paragraph 4.1.3 above and in connection with the meetings held pursuant to Paragraph 4.3), and the Supplier shall provide such documentation within five (5) Working Days of such request.
- 4.5 Following receipt of the Transformation Period Service Level Report, and any further evidence requested in accordance with Paragraph 4.4, the Customer shall:
- 4.5.1 review and comment on the Transformation Period Service Level Report as soon as reasonably practicable;
- 4.5.2 notify the Supplier in writing whether it:
- 4.5.2.1 approves the draft Transformation Period Service Level Report; or
- 4.5.2.2 (acting reasonably) rejects the Transformation Period Service Level Report (in whole or in part)
- in each case as soon as reasonably practicable, and in any event, no later than five (5) Working Days after the date on which the Transformation Period Service Level Report or the further evidence provided in accordance with Paragraph 4.4 is delivered to the Customer (whichever is the later).
- 4.6 The Supplier acknowledges that the Customer shall be deemed to be acting reasonably in rejecting all or part of the Transformation Period Service Level Report if it is not satisfied that the proposal required under Paragraph 4.1.2 and 4.2 proposes an adequate plan in respect of improving the current performance of the Services (or relevant part of the Services) at specified Sites.
- 4.7 If the Customer rejects the Transformation Period Service Level Report (in whole or in part):
- 4.7.1 the Customer shall inform the Supplier in writing of its reasons for its rejection and may include counter proposals for revised Target Service Levels; and
- 4.7.2 the Supplier shall then revise the Transformation Period Service Level Report or the relevant parts thereof (taking reasonable account of the Customer's comments) and shall re-submit a revised Transformation Period Service Level Report or part thereof to the Customer for the Customer's approval within 5 Working Days of the date of the Customer's notice of rejection or partial rejection. The provisions of Paragraphs 4.5 and 4.6 and this Paragraph 4.7 shall apply again to any resubmitted parts of the draft Transformation Period Service Level Report until any rejected elements are approved by the Customer, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
- 4.8 Following approval or partial approval of the Transformation Period Service Level Report by the Customer, the parties shall work together in good faith to develop and document (by reference to the approved Transformation Period Service Level Report):
- 4.8.1 the agreed exceptions to the application of, and/or the agreed temporary alteration of, particular Target Service Levels for the remainder of the Transformation Period or

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

until closure of relevant Sites (as they case may be) (such revised Target Service Levels being the "**Interim Target Service Levels**"); and

- 4.8.2 the alternative performance reporting obligations in respect of the Interim Target Service Levels and/or alternative reporting obligations in relation to specific Site(s) where the Customer has agreed to the exception of the application of the Target Service Levels,

as soon as reasonably practicable and in any event within four months of the Call-Off Effective Date. Except where Sites are closing before the first anniversary of the Call-Off Effective Date, the Interim Target Service Levels shall include periodic incremental tightening of the applicable Target Service Levels which shall be aligned to, and in accordance with, the Milestones of the Supplier's Transformation Plan. For the avoidance of doubt, where Interim Target Service Levels have been agreed, they shall take precedence over the Target Service Levels in accordance with this Paragraph 4.

- 4.9 Where the agreement of Interim Target Service Levels in accordance with Paragraph 4.8 above results in:

4.9.1 the application of additional Key Performance Indicators to the Services, the Customer shall be entitled to reallocate the At Risk Amount to take account of such additional Key Performance Indicators; or

4.9.2 the temporary disapplication of one or more of the existing Key Performance Indicators, the Customer shall be entitled to reallocate the At Risk Amount to take account of such disapplication,

provided in each case that the aggregate value of Service Credits allocated to Marginal KPI Failures, Moderate KPI failures and Severe KPI Failures shall not be increased or decreased.

- 4.10 The Interim Target Service Levels shall only apply in substitution to particular Performance Indicators, from the date of such agreement for the remainder of the Transformation Period or (where earlier):

4.10.1 until the relevant Site(s) (as set out in the Transformation Period Service Level Report) are closed; or

4.10.2 a Service transitions from a Day 1 Service to a Transformed Service (whether, with reference to geographic regions, in whole or part) in accordance with the Service Migration Plan (as updated from time to time in accordance with Clause 8.2 of the Call-Off Terms), then either:

4.10.2.1 the Target Service Levels shall apply to that part of the Services which have become Transformed Services; or

4.10.2.2 Paragraph 5.3 applies, and

for the avoidance of doubt, after the end of the Transformation Period, the Target Service Levels (including those agreed pursuant to Paragraph 5.3) shall apply to all Sites.

5. Changes to the Performance Indicators and Service Credits

- 5.1 After the date falling eighteen (18) months after the Service Commencement Date the Customer may, and not more than once in each Contract Year thereafter, on giving the Supplier at least three (3) months' notice:

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 5.1.1 change the weighting that applies in respect of one or more specific Performance Indicators; and/or
- 5.1.2 convert one or more:
 - 5.1.2.1 Key Performance Indicators into an SSL Performance Indicator; and/or
 - 5.1.2.2 SSL Performance Indicator into a Key Performance Indicator (in which event the Customer shall also set out in the notice details of what will constitute a Marginal KPI Failure, a Moderate KPI Failure, a Severe KPI Failure, and, if applicable, a Service Threshold Failure for the new Key Performance Indicator).
- 5.2 The Supplier shall not be entitled to object to any changes made by the Customer under Paragraph 5.1, or increase the Charges as a result of such changes provided that:
 - 5.2.1 the principal purpose of the change is to reflect changes in the Customer's business requirements and/or priorities or to reflect changing industry standards; and
 - 5.2.2 there is no change to the calculation of the Service Credit Cap.
- 5.3 In addition to, and without prejudice to, the Customer's rights under Paragraph 5.1, the Parties shall agree to adjust the Performance Indicators in respect of a particular Service in order to reflect the changes in the manner in which that particular Service is delivered as a Transformed Service. Any adjustment to the Performance Indicators proposed in accordance with this Paragraph shall be discussed and considered by the Parties at least eight weeks prior to the Milestone described as SAC6 as set out in the Transformation Plan (or such other timeframe as the Parties may agree) in respect of each Service and such agreement (which shall be finalised at least four weeks prior to the Milestone described as SAC6 as set out in the Transformation Plan in respect of each Service, or such other timeframe as the Parties may agree, and in any event prior to the Transformation Completion Date) shall be reached in accordance with the Change Control Procedure. The Parties acknowledge that during the implementation of the Service Migration Plan that both Day 1 Services and Transformed Services will coexist (including in respect of the same Service) and therefore the Change Control Procedure followed in accordance with this Paragraph shall also address the mechanics of the operation and reporting in respect of dual Performance Indicators. Where a Performance Indicator is adjusted pursuant to this Paragraph, that Performance Indicator shall apply to that Transformed Service as it is progressively introduced in accordance with the Service Migration Plan.
- 5.4 In addition to, and without prejudice to, the Customer's rights under Paragraphs 5.1 and 5.3, the Customer is also entitled in the six (6) months following each of the second, fourth and (if the option to extend the Initial Term is exercised) sixth anniversaries of the Transformation Completion Date to amend the Target Service Levels and the Performance Indicators in accordance with Paragraph 5.5 below.
- 5.5 Where the Customer is entitled to amend the Target Service Levels and the Performance Indicators pursuant to Paragraph 5.4, the Customer may propose a new Target Service Levels and/or a new set of Performance Indicators to the Supplier. Such proposals shall be considered and agreed between the Parties in accordance with Change Control Procedure.
- 5.6 Within the first three months following the Service Commencement Date, the Parties shall agree additional SSL Performance Indicators in respect of the performance of the Supplier's customer service centre. Such additional SSL Performance Indicators shall include (without limitation) performance measurements in respect of call answering and call resolution.
- 5.7 The Parties shall meet, within the period falling between six (6) and three (3) months before the anticipated Transformation Completion Date, to discuss and agree the scope of additional

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

performance indicators submitted and proposed in the Supplier's Tender for the NHS England Call-Off Agreement in respect of the following elements of the Services:

- 5.7.1 payments;
- 5.7.2 medical records;
- 5.7.3 screening;
- 5.7.4 probity; and
- 5.7.5 performer lists.

6. Service Credits

6.1 Subject to Paragraph 6.5, Service Credits shall accrue:

- 6.1.1 for any KPI Failure; and
- 6.1.2 in accordance with Paragraph 8.6,

and shall be calculated in accordance with this Paragraph 6 and Paragraph 7.

6.2 If the level of performance of the Supplier during a Service Period achieves the Target Service Level in respect of a Key Performance Indicator, no Service Credits shall accrue to the Supplier in respect of that Key Performance Indicator.

6.3 If the level of performance of the Supplier during a Service Period is below the Target Service Level in respect of a Key Performance Indicator, Service Credits shall accrue to the Supplier in respect of that Key Performance Indicator as set out in Paragraph 6.4.

6.4 The value of Service Credits that shall accrue to the Supplier in respect of a KPI Failure shall be calculated as the applicable percentage of the At Risk Amount for the relevant Service Period in which the KPI Failure occurred as set out in table 1 of Annex I, depending on whether the KPI Failure is a Marginal KPI Failure, a Moderate KPI Failure, a Severe KPI Failure, or, if applicable, a Service Threshold Failure (as set out in the column headed "Failure Categorisation"), unless:

- 6.4.1 the KPI Failure is a Repeat KPI Failure when the provisions of Paragraph 7 shall apply; or
- 6.4.2 the KPI Failure is in respect of the User Satisfaction Survey, in which case the provisions of Paragraph 6.6 shall apply.

6.5 [REDACTED]

6.6 [REDACTED]

[REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

6.6.2

[Redacted]

7. Repeat KPI Failures

7.1 If the Supplier fails to meet a Key Performance Indicator in a Service Period and then fails to meet the same Key Performance Indicator in any of the following Service Periods, the

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

subsequent failures shall be a "**Repeat KPI Failure**" until the number of Service Periods is reset to zero in accordance with Paragraph 7.3.

7.2 The value of the Service Credits that shall accrue to the Supplier in respect of a KPI Failure that is a Repeat KPI Failure shall be calculated by multiplying the value of the applicable Service Credit with the applicable repeat failure multiplier calculated in accordance with the following table:

Number of Repeat KPI Failures (in respect of the same Service)	Repeat Failure Multiplier
0	1
1	2
2	3
3	4
4 or more	n + 1 (where "n" is the number of the previous Repeat Failure Multiplier)

7.3 The number of Service Periods in which Repeat KPI Failures occur (as set out in the first column of the table in Paragraph 7.2 above) shall be reset to zero (0) once the Target Service Level has been met for the Customer in two (2) consecutive months.

8. Service Points

8.1 Subject to Paragraph 8.5, Service Points shall accrue for any SSL Failure and shall be calculated in accordance with this Paragraph 8 and Paragraph 9.

8.2 If the level of performance of the Supplier during a Service Period achieves the Target Service Level in respect of an SSL Performance Indicator, no Service Points shall accrue to the Supplier in respect of that SSL Performance Indicator.

8.3 If the level of performance of the Supplier during a Service Period is below the Target Service Level in respect of an SSL Performance Indicator, Service Points shall accrue to the Supplier in respect of that SSL Performance Indicator as set out in Paragraph 8.4.

8.4 The number of Service Points that shall accrue to the Supplier in respect of an SSL Failure shall be the applicable number as set out in table 2 of Annex I, depending on whether the failure is a Marginal SSL Failure, a Moderate SSL Failure or a Severe SSL Failure, unless the SSL Failure is a Repeat SSL Failure when the provisions of Paragraph 9 shall apply.

8.5 [REDACTED]

8.6 At the end of each Quarter, the accrued number of Service Points will be totalled up and converted into a monetary value where each Service Point is [REDACTED]. The resulting monetary value shall be treated as a Service Credit and deducted from the Service Charges in accordance with Paragraph 11 of Schedule 4.1 (Charges and Invoicing).

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Example:

40 Service Points are accrued in a Quarter.

[REDACTED]

[REDACTED]

[REDACTED] the resulting figure is multiplied by the number of Service Points accrued. This gives a monetary value that is treated as a Service Credit in accordance with Paragraph 11 of Schedule 4.1 (Charges and Invoicing).

Worked example with figures:

[REDACTED]

The Service Point conversion to Service Credits (subject to the Service Credit Cap) would be as follows:

[REDACTED]

9. Repeat SSL Failures

9.1 If the Supplier fails to meet an SSL Performance Indicator in a Service Period and then fails to meet the same SSL Performance Indicator in any of the following Service Period, the subsequent failures shall be a "**Repeat SSL Failure**" until the number of Service Periods is reset to zero (0) in accordance with Paragraph 9.3.

9.2 The number of Service Points that shall accrue to the Supplier in respect of an SSL Failure that is a Repeat SSL Failure shall be calculated by multiplying the applicable number of Service Points with applicable repeat failure multiplier calculated in accordance with the following table:

Number of Repeat SSL Failures (in respect of the same Service)	Repeat Failure Multiplier
0	1
1	2
2	3
3	4
4 or more	n + 1 (where "n" is the number of the previous

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

	Repeat Failure Multiplier)
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9.3 The number of Service Periods in which Repeat SSL Failures occur (as set out in the first column of the table in Paragraph 9.2 above) shall be reset to zero (0) once the Target Service Level has been met for the Customer in two (2) consecutive months.

10. **Base-lining Payment Dates**

10.1 Within three months of the Service Commencement Date, the Supplier shall produce two separate documents setting out the details of all payment dates in respect of:

10.1.1 all GP practices in England, which shall include:

10.1.1.1 the cut-off time for receipt by the Supplier of all data required to generate GP Payment Files separated out in respect of each relevant source of data;

10.1.1.2 the date the GP Payment File needs to be uploaded by the Supplier to ISFE; and

10.1.1.3 the date the payment is executed by ISFE,

such document being the "**Monthly GP Payment Schedule**"; and

10.1.2 all Ophthalmic Contractors, which shall include:

10.1.2.1 the cut-off time for receipt by the Supplier of all data required to generate Ophthalmic Payment Files separated out in respect of each relevant source of data;

10.1.2.2 the date the Ophthalmic Payment File needs to be uploaded by the Supplier to ISFE; and

10.1.2.3 the date the payment is executed by ISFE,

such document being the "**Monthly Ophthalmic Payment Schedule**".

10.2 The Supplier shall provide copies of the Monthly GP Payment Schedule and Monthly Ophthalmic Payment Schedule to the Customer on request.

10.3 The Supplier shall maintain up to date copies of the Monthly GP Payment Schedule and Monthly Ophthalmic Payment Schedule.

11. **Policy and Operating Procedures**

11.1 Where the Performance Indicators refer to "Policy and Operating Procedures", these shall mean those policy and operating procedures agreed from time to time between the parties (in written form) which shall apply (subject to Paragraph 11.2 below) in the operation and measurement of the Performance Indicator to which they relate (each such document being a "**Policy and Operating Procedure**").

11.2 All such Policy and Operating Procedures developed in accordance with Paragraph 11.1 are supplementary to, and shall be subject to:

11.2.1 any Standard Operating Procedures; and

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

11.2.2 any other operating procedures required to be followed or developed in accordance with Schedule 2.1 (Call-Off Service Description) or Schedule 3.1 (Supplier Solution).

12. **User Satisfaction Survey**

12.1 The Parties shall, by the date falling two months after the Service Commencement Date, agree in writing:

12.1.1 the content, questions and form of the User Satisfaction Survey; and

12.1.2 the representative samples in respect of each of the cohorts to be surveyed,

such document being the "**User Satisfaction Survey Document**". The User Satisfaction Survey Document shall be a Contract Controlled Document.

12.2 Following the agreement of the User Satisfaction Survey Document in accordance with Paragraph 12.1, the Supplier shall carry out the first User Satisfaction Survey within the two (2) weeks following the date falling two months after the Service Commencement Date. Thereafter, the Supplier shall carry out the User Satisfaction Survey at six (6) monthly intervals.

12.3 Following a KPI Failure in respect of the User Satisfaction Survey, the Supplier shall comply with its obligations in accordance with Paragraph 1.2.6 of Part B, including in respect of a Marginal KPI Failure of the User Satisfaction Survey.

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

PART B

Performance Monitoring

1. Performance Monitoring and Performance Review

1.1 Within ten (10) Working Days of the end of each Service Period, the Supplier shall provide:

1.1.1 a report to the Customer Representative which summarises the performance by the Supplier against each of the Performance Indicators as more particularly described in Paragraph 1.2 (the "**Performance Monitoring Report**"); and

1.1.2 a report to the Customer's senior responsible officer which summarises the Supplier's performance over the relevant Service Period as more particularly described in Paragraph 1.3 (the "**Balanced Scorecard Report**").

Performance Monitoring Report

1.2 The Performance Monitoring Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information:

Information in respect of the Service Period just ended

1.2.1 for each Key Performance Indicator and SSL Performance Indicator the actual performance achieved over the Service Period (calculated in accordance with paragraph 1.2.19 below), and that achieved over the previous three (3) Service Periods;

1.2.2 a summary of:

1.2.2.1 all Performance Failures that occurred during the Service Period and the date upon which such Performance Failures occurred; and

1.2.2.2 any exclusions to measurement (as identified in column headed "Exclusions to Measurement" in the tables set out at Annex 1 of this Schedule) which applied during the Service Period, including details of the total number of each type of exclusion to measurement; and

1.2.3 a commentary to explain any trends and anomalies within the Performance Monitoring Report (including in respect of any exclusions to measurement);

1.2.4 the severity level of each KPI Failure which occurred during the Service Period and whether each Performance Failure which occurred during the Service Period fell below the applicable Severe KPI Failure measurement;

1.2.5 which Performance Failures remain outstanding and progress in resolving them;

1.2.6 for any Moderate or Severe KPI Failures or Moderate or Severe SSL Failures occurring during the Service Period, the cause of the relevant KPI Failure or SSL Failure and the action being taken to reduce the likelihood of recurrence;

1.2.7 the status of any outstanding Rectification Plan processes, including:

1.2.7.1 whether or not a Rectification Plan has been agreed; and

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

- 1.2.7.2 where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan;
- 1.2.8 for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;
- 1.2.9 the number of Service Credits awarded in respect of each KPI Failure;
- 1.2.10 the value of the Service Credits to be applied, indicating the KPI Failure(s) to which the Service Credits relate;
- 1.2.11 the number of Service Points incurred, including whether any Service Points have been converted into a Service Credits in accordance with Paragraph 8.6 of Part A;
- 1.2.12 the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the Business Continuity Plan and Disaster Recovery Plan;
- 1.2.13 relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Call-Off Agreement;
- 1.2.14 such other details as the Customer may reasonably require from time to time; and

Information in respect of previous Service Periods

- 1.2.15 a rolling total of the number of Performance Failures that have occurred over the past six (6) Service Periods;
- 1.2.16 the amount of Service Credits and Service Points that have been incurred by the Supplier over the past six (6) Service Periods;
- 1.2.17 the conduct and performance of any agreed periodic tests that have occurred in such Service Period such as the annual failover test of the Business Continuity Plan and Disaster Recovery Plan; and

Information in respect of the next Quarter

- 1.2.18 the Supplier shall provide any information regarding:
 - 1.2.18.1 any planned maintenance;
 - 1.2.18.2 any changes to the Services;
 - 1.2.18.3 any initiatives in relation to the Services that the Supplier plans to implement; and/or
 - 1.2.18.4 any other matters that may affect the Supplier achieving the Target Services Levels,

in each case, in respect of the following Quarter.

Method of Calculating the Level of Performance Achieved

- 1.2.19 Where a Performance Indicator is described in Annex 1 of this Schedule as a number of actions successfully completed within the Service Period as a proportion of the number of actions required to be completed within that Service Period (in

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

accordance with principles of measurement set out in Paragraph 3.5 of Part A), the Supplier shall calculate the outcome as follows:

A = the total number of actions that were successfully completed within the required target timeframe during the Service Period;

B = the total number of actions that have missed the target for the first time during the Service Period (for example an action that should be completed within 3 Working Days remains open at the start of the fourth Working Day); and

Performance of the Performance Indicator is calculated as $A / (A + B) \times 100\%$.

Balanced Scorecard Report

- 1.3 The Balanced Scorecard Report shall be presented in the form of a dashboard and, as a minimum, shall contain a high level summary of the Supplier's performance over the relevant Service Period, including details of the following:
- 1.3.1 financial indicators;
 - 1.3.2 the Target Service Levels achieved;
 - 1.3.3 behavioural indicators;
 - 1.3.4 performance against its obligation to pay its Sub-contractors within thirty (30) days of receipt of an undisputed invoice;
 - 1.3.5 Milestone trend chart, showing performance of the overall programme; and
 - 1.3.6 sustainability and energy efficiency indicators, for example energy consumption and recycling performance.
- 1.4 The Performance Monitoring Report and the Balanced Scorecard Report shall be reviewed and their contents agreed by the Parties at the next Performance Review Meeting held in accordance with Paragraph 1.5.
- 1.5 The Parties shall attend meetings on a monthly basis (unless otherwise agreed) to review the Performance Monitoring Reports and the Balanced Scorecard Reports. The Performance Review Meetings shall (unless otherwise agreed):
- 1.5.1 take place within five (5) Working Days of the Performance Monitoring Report being issued by the Supplier;
 - 1.5.2 take place at such location and time (within normal business hours) as the Customer shall reasonably require (unless otherwise agreed in advance); and
 - 1.5.3 be attended by the Supplier Representative and the Customer Representative.
- 1.6 The Customer shall be entitled to raise any additional questions and/or request any further information from the Supplier regarding any Performance Failures.

2. Performance Records

- 2.1 The Supplier shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation,

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

supplier accreditation records, complaints received etc.) in relation to the Services being delivered. Without prejudice to the generality of the foregoing, the Supplier shall maintain accurate records of call histories for a minimum of twelve (12) months and provide prompt access to such records to the Customer upon the Customer's request. The records and documents of the Supplier shall be available for inspection by the Customer and/or its nominee at any time and the Customer and/or its nominee may make copies of any such records and documents.

- 2.2 In addition to the requirement in Paragraph 2.1 to maintain appropriate documents and records, the Supplier shall provide to the Customer such supporting documentation as the Customer may reasonably require in order to verify the level of the performance of the Supplier and the calculations of the amount of Service Credits and Service Points for any specified period.
- 2.3 The Supplier shall ensure that the Performance Monitoring Report, the Balanced Scorecard Report and any variations or amendments thereto, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Customer are available to the Customer on-line and are capable of being printed.

3 Performance Verification

The Customer reserves the right to verify and audit the Supplier's performance under this Call-Off Agreement against the Performance Indicators.

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

ANNEX 1

Performance Indicators and Target Service Levels

The Key Performance Indicators and SSL Performance Indicators that shall apply to the Services (subject to amendment in accordance with Paragraph 4 of Part A above) are set out below:

1. TABLE ONE - Key Performance Indicators

For the purposes of this table, all references to "Open Exeter" and "Exeter" shall be deemed to include all such equivalent, replacement and/or successor systems as the context requires.

Key Performance Indicators						Target Service Level for Key Performance Indicator	Frequency of Measurement									
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator													
Payments	GP	Pay1	All GP Payment Files sent are accurate and on time	The total number of GP Payment Files generated and uploaded by the Supplier to ISFE during the Service Period (expressed as a percentage of all GP Payment Files required to be generated and uploaded by the Supplier to ISFE during the Service Period) which achieve both of the following requirements: a) Timeliness - GP Payments Files are uploaded on time (where "on time" means the Payment File is uploaded to ISFE at least 5 Working Days before the payment due date, as applicable to each GP Practice as set out in the Monthly GP Payment Schedule); and b) Accuracy - GP Payments File data uploaded is accurate (where "accurate" means the data contained in the GP Payment File uploaded is consistent with the data made available to the Supplier and the rules and calculations the Supplier is responsible for applying in accordance with this Call-Off Agreement).			99%	Monthly								
	Ophthalmic	Pay2	All Payment Files sent are accurate and on time	The total number of Ophthalmic Payment Files generated and uploaded by the Supplier to ISFE during the Service Period (expressed as a percentage of all Ophthalmic Payment Files required to be			99%	Monthly								

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators														
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement							
			generated and uploaded by the Supplier to ISFE during the Service Period) which achieve both of the following requirements: a) Timeliness - Ophthalmic Payments Files uploaded on time (where "on time" means the Payment File is uploaded to ISFE at least 5 Working Days before the applicable payment due date, as set out in the Ophthalmic Monthly Payment Schedule); and b) Accuracy - Ophthalmic Payments File data is accurate (where "accurate" means the data contained in the Ophthalmic Payment File uploaded is consistent with the data provided to the Supplier in the GOS Claim Form and the rules and calculations the Supplier is responsible for applying in accordance with this Call-Off Agreement.											
Pharmacy	Pay3	All Pharmacy Payment Files sent are accurate and on time	The total number of Pharmacy Payment Files generated and transmitted by the Supplier to NHS Prescription Services (via a method agreed with the Customer) during the Service Period (expressed as a percentage of all such Pharmacy Payment Files required to be generated and transmitted by the Supplier to NHS Prescription Services during the Service Period), which achieve both of the following requirements: a) Timeliness - Pharmacy Payments Files transmitted on time (where "on time" means the transmission of the Payment Files to NHS Prescription Services at least 5 Working Days before the applicable scheduled date for payment, as set by the NHSBSA			99%	Monthly							

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators																
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement							Clock Start	Clock Stop	
			from time to time); and b) Accuracy - Pharmacy Payments File data is accurate (where "accurate" means the data contained in Pharmacy Payment File transmitted is consistent with the data made available to the Supplier and the rules and calculations the Supplier is responsible for applying in accordance with this Call-Off Agreement.													
Pensions	Pay4	All GP pension contribution payments data is accurate and submitted on time	The total number of Pension Payment Files generated and submitted by the Supplier to the NHS Pensions Agency (Pensions Online) via RFT during the Service Period (expressed as a percentage of all such pension payment data provided to the Supplier (during the previous Service Period) and required to be submitted by the Supplier to the NHS Pensions Agency (Pensions Online) via RFT during the Service Period) which achieve both of the following requirements: a) Timeliness - Pension Payment Files submitted on time (where "on time" means the submission of the Payment Files to the NHS Pensions Agency (Pensions Online) via RFT on or before its scheduled cut-off time for transmission, as provided by the NHS Pensions Agency from time to time); and b) Accuracy - Pension Payments File data submitted is accurate (where "accurate" means the sums paid to the NHS Pensions Agency equal the amounts of equivalent deductions from the relevant payments that have been processed through the payment system during the previous Service Period)			100%	Monthly							N/A	Date Payment File submitted via RFT to the NHS Pensions Agency	

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators													
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement						
Registrations	Registrations	Reg1	Registration Transactions are completed within 1 Working Day	Total number of Registration Transactions completed by the Supplier during the Service Period within 1 Working Day of initiation of the Registration Transaction, expressed as a percentage of all Registration Transactions required to be completed during the Service Period (where " completed " means the registration data has been validated and a central record has been created on Exeter/PCRM system and " initiation " means the transaction is received onto Exeter/PCRM system)		95%	Monthly						
	Registrations	Reg2	Deduction Transactions completed within 3 Working Days	Total number of Deduction Transactions completed by the Supplier during the Service Period within 3 Working Days of initiation of the Deduction Transaction, expressed as a percentage of all Deduction Transactions required to be completed during the Service Period (where " completed " means that the Supplier has initiated a valid patient removal request on Exeter/PCRM system that will remove the patient from the GP Practice List at the appropriate time and " initiation " means the transaction is received onto Exeter/PCRM system)		95%	Monthly						
	SAS	Reg3	All validly completed SAS Requests are	Total number of valid SAS Requests completed during the Service Period (expressed as a percentage of all		100%	Monthly						

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators																
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement							Clock Start	Clock Stop	
		completed within the relevant timeframe from receipt of the SAS Request	valid SAS Requests required to be completed during the Service Period) which achieve the following requirements in respect of patients who are subject to an SAS Request: (a) if applicable, all such patients are removed from a GP Practice List in accordance with the Special Allocation Scheme by the Supplier on the same Working Day as receipt of a validly completed SAS Request; and (b) all such patients are allocated to a GP in accordance with the Special Allocation Scheme and informed of such allocation, by the Supplier on the same Working Day as receipt of a validly completed SAS Request.											Request provided that this is received by 3.00 pm on a Working Day	removed from GP Practice List (if applicable) and (ii) letter is made available by the Supplier for collection by postal service	
Records	Movement	Rec 1	All GP Held Medical Records are processed on Exeter/PCRM system and dispatched within two Working Days of receipt of the GP Held Medical Records from the previous GP Practice to hold such records			100%	Monthly							Date of receipt of GP Held Medical Records into PCS Office	Date GP Held Medical Records dispatched	
	Access Requests	Rec 2	All subject access requests are fulfilled within 10 Working Days			100%	Monthly							Date valid and eligible application is received	Date the requested information (or refusal letter) is despatched to the Requestor	

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators																
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement									
		DMS, to the DMS unit two months prior to the due date for the first cervical screening test)	Service Period, expressed as a percentage of all such invitation letters required to be sent during the Service Period													
Cervical	Scr 2	All results of cervical screening tests received by the Supplier from the laboratory are sent by the Supplier to the patient within one Working Day of receipt from the laboratory (and in the case of women registered with DMS, sent to the DMS unit within 14 days of receipt by the Supplier from the laboratory)	Total number of cervical screening test results sent by the Supplier to all relevant patients within one Working Day of receipt by the Supplier from the laboratory (and in the case of the DMS Unit, within 14 days of receipt by the Supplier from the laboratory) during the Service Period, expressed as a percentage of all such result letters required to be sent during the Service Period			100%	Monthly									
Cervical	Scr 3	All cervical screening records/histories for women who have registered with a new GP Practice shall be sent by the Supplier so that such information is received by the relevant PCS Office within 21 days of receipt by the Supplier.	Total number of cervical screening records/histories sent by the Supplier during the Service Period to the relevant PCS Office within 21 days of receipt of notification of registration on Exeter/PCRM system of women who have registered with a new GP Practice, expressed as a percentage of all cervical screening records/histories required to be relocated to the applicable PCS Offices during the Service Period.			100%	Monthly									

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators															
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement								
	Breast	Scr 4	All lists of women eligible for breast screening are provided by the Supplier to the BSO within five Working Days of a request being made by the BSO			100%	Monthly							Date request received	Date list sent to BSO
	Breast	Scr 5	The Supplier shall, within two Working Days of receipt of the batch specification from the BSO, provide to BSO either: (a) the parameters for the batch search; or (b) the list of eligible women for breast screening which match the defined batch specification provided			100%	Monthly							Date batch specification received	Date applicable data sent to BSO
	Breast	Scr 6	All registration changes made on Exeter/PCRM system are notified by the Supplier to the BSO within one Working Day of the registration changes being made			100%	Monthly							Date of registration change	Date registration change sent to BSO
Probiy	Pre PPV Visit	Pro 1	A monthly report is produced by the Supplier and sent			100%	Monthly							N/A	N/A

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators																
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement							Clock Start	Clock Stop	
		to the Area Team showing statistics in relation to GOS claim volumes for the Service Period	volumes to be sent to the Area Team by the Supplier no later than the last Working Day of the Service Period following the Service Period to which the report relates (in the form to be agreed with the Customer from time to time) (with a statistical analysis to explain, where relevant, how any statistical outliers have been identified)													
Performer List	New Performer	Per 1	All Performer Applications are processed, validated and submitted to the Area Team Responsible Officer by the Supplier within six weeks of receipt of the Performer Application by the Supplier			100%	Monthly							Date valid and complete application received	Date application submitted to Area Team Responsible Officer	
	New Performer	Per 2	The Supplier notifies the Applicant in writing within 5 Working Days of receipt of the decision from the Area Team in relation to the			100%	Monthly							Date of receipt of notification from Area Team	Date letter is sent to Applicant	

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators														
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement							
		Performer Application	during the Service Period											
	New Performer	Per 3	The Supplier shall add all successful Applicants as Performers to Performers List within five Working Days of notification from the Area Team to do so	Total number of successful Applicants added as Performers to the Performers List during the Service Period within five Working Days of a notification from the Area Team to do so, expressed as a percentage of all such notifications required to be given during the Service Period		100%	Monthly						Date of receipt of notification from Area Team	Date Applicant added to the Performer List
	Current Performer	Per 4	In accordance with the Area Team's instruction, the Supplier shall update the Performers List within two Working Days of receipt of any notifications from the Area Team in relation to alleged improper conduct regarding a Performer	Total number of updates made to the Performers List by the Supplier during the Service Period within two Working Days of receipt of any notification from the Area Team in relation to alleged improper conduct regarding a Performer, expressed as a percentage of all such notifications requiring Performers Lists to be updated by the Supplier during the Service Period.		100%	Monthly						Date of receipt of notification from Area Team	Date Performer List updated
Market Entry	Application	Mar 1	Applications are processed, validated and sent to the PSRC by the Supplier within 70 days of receipt of the Application by the Supplier	Total number of validated Applications submitted by the Supplier during the Service Period to the PSRC within 70 days of receipt of the Application, expressed as a percentage of all such validated Applications required to be submitted to the PSRC by the Supplier during the Service Period		100%	Monthly						Date initial Application received	Date Application sent to PSRC

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators																
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement									
Fitness to Practice Application	Mar 2	Fitness to Practice Applications are processed, validated and sent to the PSRC by the Supplier within 3 weeks of receipt of the Application by the Supplier	Total number of Fitness to Practice Applications processed, validated and sent to the PSRC during the Service Period by the Supplier within 3 weeks of receipt of the Application, expressed as a percentage of all such Fitness to Practice Applications required to be submitted by the Supplier during the Service Period			100%	Monthly									
Outcome of Fitness to Practice Application	Mar 3	The Supplier shall notify the Applicant in writing within five Working Days of receipt of the PSRC's decision in respect of a Fitness to Practice	Total number of Applicants notified during the Service Period by the Supplier within five Working Days of receipt of PSRC's decision in respect of a Fitness to Practice Application, expressed as a percentage of all such decisions required to be notified during the Service Period			100%	Monthly									

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

Key Performance Indicators															
Service Specification Chapter	KPI Ref.	Key Performance Indicator	Measurement of the Key Performance Indicator			Target Service Level for Key Performance Indicator	Frequency of Measurement								
		Application													
User Satisfaction Survey	Sat 1	User Satisfaction Survey	The Supplier shall carry out the User Satisfaction Survey in accordance with the User Satisfaction Survey Document.			80%	Twice a year (in accordance with Paragraph 12.2 of Part A of Schedule 2.2 (Service Levels))							N/A	N/A

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

2. TABLE TWO - SSL Performance Indicators

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]	
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
Payments	GP	Pay 5	All Correction Payments made to GP Practices are accurate and on time	The total number of Correction Payment Files generated and uploaded by the Supplier to ISFE during a Service Period (expressed as a percentage of all Payment Files in respect of Correction Payments required to be generated and uploaded by the Supplier to ISFE during the Service Period) which achieve both of the following requirements: a) Timeliness - Correction Payments Files uploaded on time (where "on time" means the Payment File is uploaded to ISFE at least 5 Working Days before the payment due date, as applicable to each GP Practice as set out in the Monthly GP Payment Schedule); and b) Accuracy - Correction Payments File data uploaded is accurate (where "accurate" means the Payment File data uploaded is consistent with the data made available to the Supplier and the rules and calculations the Supplier is responsible for applying in accordance with this Call-Off Agreement)	99%	Monthly	[REDACTED]		[REDACTED]			Payment File uploaded to ISFE	[REDACTED]
	Ophthalmic	Pay 6	Ophthalmic Contractors are notified by the Supplier of invalid GOS Claim Forms within five Working Days of receipt of GOS Claim Form by the Supplier	Total number of invalid GOS Claim Forms notified to all Ophthalmic Contractors during the Service Period by the Supplier within five Working Days of receipt, expressed as a percentage of all such invalid GOS Claim Forms required to be notified by the Supplier during the	100%	Monthly	[REDACTED]		[REDACTED]		Date invalid GOS Claim Form received	Date invalid GOS Claim Form returned	[REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]	
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
			Service Period.			[REDACTED]							
Ophthalmic	Pay 7	The Supplier shall rectify all payment errors (that are the fault of the Supplier) within 5 Working Days of being informed of the payment error by the relevant source	Total number of payments rectified during the Service Period (through resubmission of Payment File to ISFE) within 5 Working Days of receipt of a notification error by the Supplier from Ophthalmic Contractors, expressed as a percentage of all such payment rectifications required to be made during the Service Period.	100%	Monthly							Date notified of payment error	Date payment error rectified by uploading a Payment File via ISFE
Pensions	Pay 8	All GP locum and solo pension contributions are validated and submitted to the NHS Pensions Agency accurately and on time per the pensions contribution timetable issued by the NHS Pensions Agency (per each Employing Authority Code).	The total number of Pension Payment Files (relating to instructions received by the Supplier during the previous Service Period) validated and submitted by the Supplier to the NHS Pensions Agency (Pensions Online) via RFT during the Service Period (expressed as a percentage of all such Payment Files required to be uploaded during the Service Period) which achieve both of the following requirements: a) Timeliness - Pension Payment Files uploaded on time (where "on time" means the Payment File is uploaded to the NHS Pensions Agency (Pensions Online) via RFT by the dates specified in the pensions contribution timetable issued by the NHS Pensions Agency (per	100%	Monthly							Date of receipt	Date the Payment File uploaded to RFT

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
			each Employing Authority Code)); and b) Accuracy - Payments File data submitted is accurate (where "accurate" means the sums paid to the NHS Pensions Agency equal the equivalent amounts deducted from the relevant payments that have been processed through the payment system during the previous Service Period)			[REDACTED]						
Pensions	Pay 9	All individual GP Pension Records are updated via Pensions Online in a timely and accurate manner following the submission of the Pension Payment File in accordance with Pay 8 above	The total number of individual GP Pension Records updated by the Supplier via Pensions Online (following submission of the Pension Payment File in accordance with Pay 8) during the Service Period (expressed as a percentage of all such GP Pension Records required to be updated during the Service Period) which achieve both of the following requirements: a) Timeliness - GP Pension Record data is uploaded on time (where "on time" means the individual GP Pension Record is uploaded to Pensions Online within 2 Working Days of submission of the Pension Payment File in accordance with Pay 8); and b) Accuracy - GP Pension Record data uploaded is accurate (where "accurate" means the data uploaded matches the accurate data uploaded to the NHS Pensions Agency in accordance with Pay 8)	100%	Monthly							
Pensions	Pay 10	Requests for: a) estimates of pension	Total number of requests for estimates sent to the NHS	100%	Monthly					Date of request for estimate	Date request for estimate or	

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
		benefits; and/or b) application for retirement benefits (form AW8), are notified to the NHS Pensions Agency within three Working Days of receipt by the Supplier	Pensions Agency during the Service Period by the Supplier within three Working Days of receipt of request, expressed as a percentage of all requests for estimates required to be sent by the Supplier during the Service Period			[REDACTED]						
Pensions	Pay11	The NHS pensions compliance assurance statement is completed fully and submitted by the Supplier to the Customer on time	The NHS pensions compliance assurance statement is completed fully and submitted by the Supplier on or before the annual cut-off date (specified by the Customer which is informed by the NHS Pensions Agency)	100%	Annually							
												received or date of complete and accurate application received
								Date compliance assurance statement is available	Date sent to the Customer			
Registrations	Reg 4	Registration Transactions are completed by the Supplier within 10 Working Days	Total number of Registration Transactions completed by the Supplier during the Service Period within ten Working Days of initiation of the Registration Transaction, expressed as a percentage of all Registration Transactions required to be completed during the Service Period (where " completed " means the registration data has been validated and a central record has been created on Exeter/PCRM system or the registration has been correctly deleted or rejected in accordance with any Policy and Operating Procedures and " initiation " means the transaction is received onto Exeter/PCRM system)	100%	Monthly			Date Registration Transaction is received onto Exeter/PCRM system	Date Registration Transaction completed			
	Registrations	Reg 5	Deduction Transactions	Total number of Deduction	100%	Monthly			Date	Date removal		

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
		are completed by the Supplier within 10 Working Days	Transactions completed by the Supplier during the Service Period within ten Working Days of initiation of the Deduction Transactions, expressed as a percentage of all Deduction Transactions required to be completed during the Service Period (where " completed " means the Supplier has initiated a valid patient removal request on Exeter/PCRM system that will remove the patient from the GP Practice List at the appropriate time and " initiation " means the transaction is received onto Exeter/PCRM system)			[REDACTED]		[REDACTED]		transaction is received and validated onto Exeter/PCRM system	request completed on Exeter/PCRM system	[REDACTED]
Registrations	Reg 6	All valid requests to the Supplier from GP Practices to deduct patients from their GP Practice Lists (where the patient-GP relationship has broken down) are completed by the Supplier the same Working Day as such request is received	Total number of GP requests for patient to be deducted from GP Practice Lists (where the patient-GP relationship has broken down) completed by the Supplier during the Service Period the same Working Day as such requests are received from GP Practices, expressed as a percentage of all such GP requests for patient deductions required to be completed during the Service Period (where " completed " means that the Supplier has initiated a valid patient removal request on Exeter/PCRM system that will remove the patient from the GP Practice List at the appropriate time)	100%	Monthly	[REDACTED]		[REDACTED]		Date of receipt of removal request, provided it is received before 3 pm on a Working Day (if received on or after 3 pm on a Working Day, the clock starts the next Working Day)	Date removal request completed on Exeter/PCRM system	[REDACTED]
Registrations	Reg 7	Avoidable Duplicate NHS Numbers issued during the service period total no more than 1% of all NHS	Total number of Avoidable Duplicate NHS Numbers issued during the service period listed on Exeter/PCRM system at the end	Less than or equal to 1%	Monthly	[REDACTED]		[REDACTED]		N/A	N/A	[REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
		Numbers on Exeter/PCRM system issued during the service period (including for all patients registered with DMS)	of each Service Period, expressed as a percentage of all NHS Numbers issued during the service period listed on Exeter/PCRM system at the end of each Service Period									
Maintenance	Reg 8	Notifications of change of patient name and/or address are completed on Exeter/PCRM system within 2 Working Days of receipt of notification by the Supplier	Total number of change of patient name and/or address notifications completed during the Service Period on Exeter/PCRM system by the Supplier within 2 Working Days of receipt of such notification, expressed as a percentage of all change of patient name and/or address notifications required to be completed by the Supplier during the Service Period (where "completed" means the patient record is updated with correct name and/or address details)	100%	Monthly							
Records	Movement	Rec 4	First medical record is produced by the Supplier within ten Working Days of confirmation of newly registered patient	Total number of first medical records created and distributed during the Service Period by the Supplier to the applicable GP Practice within 10 Working Days of confirmation of newly registered patient, expressed as a percentage of all such new medical records required to be created and distributed by the Supplier during the Service Period	100%	Monthly			The date the National Back Office confirms new registration	Date medical record is produced		
	Movement	Rec 5	Following receipt of a request from a GP Practice for a patient's paper record which is required urgently for clinical reasons, the applicable paper record or other information as agreed with the relevant	Total number of patients paper records (or other information as agreed with the relevant GPs) confirmed as dispatched by the sending GP Practices within 2 Working Days during the Service Period, expressed as a percentage of all such patient records required to be arranged	100%	Monthly			Date of receipt of request from GP Practice	Date of dispatch of patient paper record to requesting GP Practice		

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
		GP Practice is despatched (via paper or electronic format or other means as agreed with the relevant GP Practice) to the requesting GP Practice within 2 Working Days	to be provided by the Supplier during the Service Period			[REDACTED]						
Data Quality Checks (tackling list inflation)	Rec 6	In respect of patients who are recorded on Exeter/PCRM system as residing in properties in which more than eight people are registered with GP Practices the Supplier shall contact patients in order to confirm whether address and registration details are correct	Total number of patients (who are recorded as residing in properties in which more than 8 people are registered with GP Practices) contacted by the Supplier within 10 Working Days during the Service Period to confirm that address and registration details are correct, expressed as a percentage of all patients who are required to be contacted (in accordance with the Customer's Tackling List Inflation policy (June 2013) (as amended from time to time) and, if applicable, in accordance with any Policy and Operating Procedure agreed in respect of patient list inflation) during the Service Period	100%	Monthly							
Data Quality Checks (tackling list inflation)	Rec 7	The Supplier shall contact all patients recorded as having arrived from outside the UK within 1 month of the first anniversary of such patients first being registered at a GP Practice in order to confirm current registration and address details	Total number of patients recorded as having recently arrived from outside the UK are contacted by the Supplier within 1 month of the first anniversary of such patients first being registered at a GP Practice to confirm that current registration and address details are correct, expressed as a percentage of all such checks required to be carried out during the Service	100%	Monthly							Date the obligation to contact relevant patients is triggered (in accordance with the Customer's Tackling List Inflation policy (June 2013) (as amended from time to time) and, if applicable, in accordance with any Policy and Operating Procedure agreed in respect of patient list inflation)
						Date of registration plus one year	Date letter is made available by the Supplier for collection by postal service					

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
			Period			[REDACTED]						
Data Quality Checks (tackling list inflation)	Rec 8	The Supplier shall contact all GP Practices in the eleventh month of every Contract Year requesting a list of all patients who are recorded as not having had contact with the GP Practice in the past 5 years. The Supplier shall contact all such patients within 10 Working Days of receiving such list to confirm current address and registration details	Total number of patients recorded as not having had contact with the GP Practice within the past 5 years contacted by the Supplier in accordance with the Customer's Tackling List Inflation policy (June 2013) (as amended from time to time) within 10 Working Days to confirm that details are correct, expressed as a percentage of all patients recorded as not having had contact with the GP Practice within the past 5 years during the Service Period	100%	Annually							
Cervical	Scr 7	All PNL returns received from GP Practices are processed within five Working Days of receipt by the Supplier	Total number of PNL returns processed by the Supplier within 5 Working Days of receipt from GP Practices, expressed as a percentage of all PNL returns required to be processed during the Service Period	100%	Monthly					Date PNL returns are received onto screening system	Date PNL returns are updated on screening system	
Cervical	Scr 8	All test result data received from the laboratory that does not automatically match with patient record data on Exeter/PCRM system is matched to patient record data manually and inputted accurately in accordance with patient record data and on time.	Total number of test results manually inputted by the Supplier during the Service Period (expressed as a percentage of all test results required to be manually inputted during the Service Period) which achieve the following requirements: a) Timeliness - Test results are manually inputted (where required) within 1 Working Day of receipt of such test results; and b) Accuracy - Test results manually inputted are accurate (where "accurate" means that the data inputted matches the patient record data)	100%	Monthly					Date test result mismatches on screening system	Date test result is manually input and checked	

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
Cervical	Scr 9	Following receipt of an audit report (including a draft report), the Supplier responds meaningfully to the relevant organisation(s) within 4 weeks of receipt	Total number of audit reports (including draft reports) responded to during the Service Period by the Supplier within 4 weeks of receipt, expressed as a percentage of all such audit reports required to be responded to by the Supplier during the Service Period (where "responded to" means the Supplier has set out a substantive response to each of the recommendations in the audit report).	100%	As and when audit reports presented to the Supplier.	[REDACTED]				Date of receipt of the audit report	Date response to audit report sent	[REDACTED]
Cervical	Scr 10	Agreed audit report actions are implemented by the Supplier within the relevant timeframes agreed in writing between the parties following receipt of the final audit report by the Supplier	Total number of agreed audit actions implemented by the Supplier during the Service Period within the relevant timeframes agreed in writing between the parties following receipt by the Supplier of the final audit report, expressed as a percentage of the total number of all such agreed audit actions for the Supplier required to be completed by the Supplier within the Service Period	100%	As and when audit reports presented to the Supplier	[REDACTED]				Date final audit report received	Date relevant audit action implemented	[REDACTED]
Breast	Scr 11	End Codes received by the Supplier from the BSO are updated on the relevant patient records within 3 Working Days of receipt	Total number of End Codes updated during the Service Period by the Supplier on the relevant patient records within 3 Working Days of receipt, expressed as a percentage of all end codes required to be updated by the Supplier during the Service Period	100%	Monthly	[REDACTED]				Date of receipt of end codes	Date end codes updated	[REDACTED]
Breast	Scr 12	All network transmission failures that appear on the ICM are resolved by the Supplier within 3 Working Days of initial appearance	Total number of network transmission failures resolved during the Service Period by the Supplier within 3 Working Days of initial appearance on the ICM, expressed as a percentage of all such network transmission	100%	Monthly	[REDACTED]				Date of transmission failure	Date of resolution of transmission failure	[REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]	
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
			failures required to be resolved during the Service Period			[REDACTED]							
Breast	Scr 13	Following receipt of an audit report (including a draft report), the Supplier responds meaningfully to the relevant organisation(s) within 4 weeks of receipt	Total number of audit reports (including draft reports) responded to during the Service Period by the Supplier within 4 weeks of receipt, expressed as a percentage of all such audit reports due to be responded to by the Supplier during the Service Period (where "responded to" means the Supplier has set out a substantive response to each of the recommendations in the audit report).	100%	As and when audit reports presented to the Supplier							Date of receipt of the audit report	Date response to audit report is sent
Breast	Scr 14	Agreed audit report actions are implemented by the Supplier within the relevant timeframes agreed in writing between the parties following receipt of the final audit report by the Supplier	Total number of agreed audit actions implemented by the Supplier during the Service Period within the relevant timeframes agreed in writing between the parties following receipt by the Supplier of the final audit report, expressed as a percentage of the total number of all such agreed audit actions for the Supplier required to be completed by the Supplier within the Service Period	100%	As and when audit reports presented to the Supplier							Date final audit report received	Date relevant audit action implemented
Performer List	New Performer	Per 5	Incomplete Performer Applications are returned by the Supplier to the Applicant within 3 Working Days of receipt by the Supplier	Total number of incomplete Performer Applications returned to Applicants during the Service Period by the Supplier within 3 Working Days of receipt, expressed as a percentage of all such incomplete Performer Applications required to be returned by the Supplier during the Service Period	100%							Monthly	Date incomplete application is received
	New Performer	Per 6	The Supplier shall notify all relevant Performer List Interested Parties of a	Total number of new Performers notified to all relevant Performer List Interested Parties during the	100%	Monthly	Date of notification of new Performer	Date all Performer List Interested					

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]	
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
		new Performer on the Performers List within 5 Working Days of receipt of notification from the Area Team to add an Applicant as a Performer	Service Period by the Supplier within 5 Working Days of receipt of notification from the Area Team to add an Applicant as a Performer, expressed as a percentage of all such notifications required to be provided by the Supplier during the Service Period			[REDACTED]							
Application	Mar 4	The Supplier sends each Applicant a written acknowledgement of receipt of an Application within 3 Working Days of receipt of the Application	Total number of written acknowledgements sent to Applicants during the Service Period by the Supplier within 3 Working Days of receipt of an Application, expressed as a percentage of all such written acknowledgments required to be sent by the Supplier during the Service Period	100%	Monthly							from Area Team	Parties notified of new Performer
Application	Mar 5	The Supplier sends each Applicant a hard copy receipt for Application Fee paid within five Working Days of receipt of an Application Fee	Total number of hard copy receipts sent to Applicants during the Service Period by the Supplier within 5 Working Days of receipt of an Application Fee, expressed as a percentage of all such receipts required to be sent by the Supplier during the Service Period	100%	Monthly							Date initial application is received	Date receipt of application is sent to the Applicant
Application	Mar 6	The Supplier processes and submits to the PSRC all Change of Ownership Applications and/or Right to Return Applications (where there is no requirement to process a Fitness to Practice Application) within 5 Working Days of receipt of any such application	Total number of Change of Ownership Applications and/or Right to Return Applications (where there is no requirement to conduct a Fitness to Practice Application) processed and submitted to the PSRC during the Service Period by the Supplier within 5 Working Days of receipt of such applications, expressed as a percentage of all such applications required to be processed and submitted by the Supplier during the Service Period	100%	Monthly							Date cheque for the correct fee is received from the Applicant	Date receipt is sent to the Applicant
						Date valid and complete application is received	Date application is sent to PSRC						

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]	
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
Application	Mar 7	Change of Ownership Applications and/or Right to Return Applications (where Fitness to Practise Application is required) are sent by the Supplier to the PSRC within three weeks of receipt of any such applications	Total number of complete Change of Ownership Applications and Right to Return Applications (where Fitness to Practise Application is required) sent to the PSRC during the Service Period by the Supplier within three weeks of receipt of such applications, expressed as a percentage of all such applications required to be sent by the Supplier during the Service Period	100%	Monthly	[REDACTED]				Date valid and complete application is received	Date application is sent to PSRC	[REDACTED]	
Defence Medical Service (DMS)	Registrations	DMS 1	The Supplier provides the DMS unit with the NHS Number of DMS personnel and DMS personnel dependents within five Working Days of notification of registration from the DMS unit	Total number of NHS Numbers for DMS personnel and their dependents provided to the DMS unit during the Service Period by the Supplier within five Working Days of receipt of notification of registration on Exeter/PCRM system, expressed as a percentage of all such NHS Numbers required to be provided by the Supplier during the Service Period	100%	Monthly	[REDACTED]				Date of registration	Date NHS number sent to DMS unit	[REDACTED]
	Records - Movement	DMS 2	The Supplier shall forward medical records for DMS personnel dependants to DMS units within four weeks of registration of the DMS personnel dependents with the DMS unit	Total number of DMS personnel dependent records forwarded during the Service Period by the Supplier to DMS units within 4 weeks of registration of the DMS personnel dependent on Exeter/PCRM system, expressed as a percentage of all DMS personnel dependents records required to be forwarded during the Service Period	100%	Monthly	[REDACTED]				Date of registration	Date medical record sent to DMS unit	[REDACTED]
	Records - Movement	DMS 3	The Supplier shall provide the relevant GP Practice	Total number of summary DMS medical records (or details of how	100%	Monthly	[REDACTED]				Date discharge confirmed	Date summary DMS personnel	[REDACTED]

PCSS Call-Off Terms
Schedule 2.2 (Service Levels)

SSL Performance Indicators				Target Service Level for SSL Performance Indicator	Frequency of Measurement	[REDACTED]		[REDACTED]		Clock Start	Clock Stop	[REDACTED]
Service Specification Chapter	SSL Ref.	SSL Performance Indicator	Measurement of the SSL Performance Indicator			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			
		with a summary DMS personnel medical record (or details of how to obtain such record) within 10 Working Days of receipt of confirmation of DMS personnel discharge	to obtain such records) provided by the Supplier during the Service Period to GP Practices within ten Working Days of receipt of notification of DMS personnel discharge, expressed as a percentage of all such records or details required to be provided by the Supplier during the Service Period			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		medical record or details how to obtain such a record is sent to GP Practice	

PART III: Definitions

The definitions in this Part III of Annex 1 to Schedule 2.2 (Service Levels) shall only apply in connection with this Schedule. If a capitalised term is used in this Schedule and not defined in this Part III then the applicable definition in Schedule 1 to the Framework Agreement shall apply.

"Applicant"	means, as the case may be, either: (a) an applicant in respect of a Performer Application; or (b) an applicant in respect of a Pharmaceutical Application.
"Application Fee"	means the applicable fee in respect of a Pharmaceutical Application;
"Avoidable Duplicate NHS Number"	means an NHS Number issued to a patient who has previously been issued with an NHS Number in England and Wales which is capable of being traced on the Spine (excluding patients issued with an NHS Number in Northern Ireland or Scotland);
"Batch Specification"	means the specification for the relevant cohort of women to be called for screening;
"Change of Ownership Application"	means a change of ownership application as described in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013;
"Contract Variation"	means, in respect of a GP Practice, a variation to the monthly payment of the global sum or baseline contract value for that GP Practice;
"Correction Payment"	means a payment to correct a payment error in respect of a GP Payment File;
"Correction Payment File"	means a form of payment file to be completed and submitted by the Supplier to ISFE in order to trigger a Correction Payment to a GP Practice;
"Deduction Transaction"	means the removal of a patient's registration with a GP Practice;
"DMS Personnel"	means patients in the armed services who are registered with the Defence Medical Services;
"DMS Personnel Dependants"	means dependants of DMS Personnel who are registered with the Defence Medical Services;
"DMS Unit"	means the relevant unit in each military base that administers Defence Medical Services;
"Employing Authority Code"	means the unique identifying code for each employing organisation within NHS Pension Scheme;
"End Codes"	means the computer code used to describe the closure of a screening episode for a woman invited for screening;

"Fitness to Practice Application"	means an application to determine a pharmacist's fitness to practice;
"GP Links"	means the mechanism through which the different GP systems interface with NHAIS for the exchange of patient registration data;
"GP Payment File"	means the form of payment file to be completed and submitted by the Supplier to the ISFE in order to trigger a payment to a GP Practice;
"GP Pension Record"	means, in respect of every GP, the individual personal record held on the NHS Pension Agency database which the Supplier must maintain as per NHS Pensions Agency deadlines in respect of all GPs on the Employing Authority Code;
"GP Practice List"	means in respect of each GP Practice, the list of patients registered with that GP Practice;
"GP Held Medical Records"	means the medical records held at a GP Practice in hard copy;
"Market Entry Application"	means an application to open a pharmacy;
"Monthly GP Payment Schedule"	has the meaning given to it in Paragraph 10.1 of Schedule 2.2 (Service Levels) of the Call-Off Terms;
"Monthly Ophthalmic Payment Schedule"	has the meaning given to it in Paragraph 10.2 of Schedule 2.2 (Service Levels) of the Call-Off Terms;
"National Back Office"	means the systems operated by HSCIC which hold master records for all patients in England;
"National Policy Exclusions"	means any advisory letters issued by Public Health England to advise of good practice in respect of provision of Primary Care Support Services;
"NHS Number"	means the unique reference number given to each individual registered with the NHS in England and Wales;
"Ophthalmic Contractor"	means an ophthalmic practice (whether a sole practitioner, a partnership or a body corporate);
"Ophthalmic Payment File"	means the form of payment file to be completed and submitted by the Supplier to the ISFE in order to trigger a payment to an Ophthalmic Contractor;
"Payment Files"	means either a Correction Payment File, a GP Payment File, a Pharmacy Payment File, an Ophthalmic Payment File or a Pharmacy Payment File, as the case may be;
"PCRM"	means primary care registration management system to be developed by HSCIC to replace the patient registration functionality of NHAIS;
"PCS Office"	means the location from where the Services are provided by the

	Supplier;
"Pension Payment File"	means the form of payment file to be completed and submitted via RFT to the NHS Pensions Agency by the Supplier in order to trigger a payment in respect of pensions;
"Pensions Online"	means the online database used to update a GP Pension Record;
"Performer Application"	means an application by a practitioner (whether Medical, Dental or Ophthalmic) for inclusion on a Performer's List;
"Performer List Interested Parties"	means Area Teams (medical directorate, commissioning and GP appraisal teams), and the Deaneries for the Trainees (both medical and dental);
"Pharmaceutical Application"	means any of the following applications to the Pharmaceutical Services Regulation Committee: <ul style="list-style-type: none"> (a) Market Entry Application; (b) Fitness to Practice Application; (c) Right to Return Application; and (d) Change of Ownership Application.
"Pharmacy Payment File"	means the form of payment file to be completed and submitted by the Supplier to the NHS Prescription Services in order to trigger a payment to a pharmacy;
"PNL"	means a prior notification list in respect of patients who will be called for cervical screening;
"Registration Transaction"	means the registration of a patient with a GP Practice;
"Requestor"	means a party making a subject access request in accordance with the DPA 1998 or the Access to Health Records Act 1990 (as the case may be);
"Right to Return Application"	means a right to return application as described in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013;